GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:98
ANSWERED ON:05.03.2007
ACCOUNTABILITY OF SERVICE PROVIDERS
Tripathy Shri Braja Kishore

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government has initiated steps for making provisions in law to make companies and service providers more accountable to consumers for the services provided by them;

(b) if so, the details thereof;

(c) whether the Government agencies and Departments extending services to the consumers have demanded exemption from such provisions;

(d) if so, the details thereof and the reaction of the Government thereto; and

(e) the extent to which this move is likely to upgrade and improve the standard of products and services being provided by these companies?

Answer

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a) & (b): Yes Sir. There is a proposal to further amend the Consumer Protection Act, 1986, which inter-alia seeks to make the companies and service providers more accountable to the consumers. The proposal is still in the initial stages.

(c) & (d): Certain Government agencies/Departments which are rendering services to the consumers have expressed reservation and sought exemption from the coverage of the proposed amendments which have been taken into account in finalizing the draft amendment proposals.

(e) : The proposed amendments would more effectively enable the consumer to demand the promised service, thereby requiring the companies and service providers to improve their products/services.